



**MARCORLOGCOM**  
**Marine Corps Logistics Base**  
**Albany, GA 31704-0330**

**Date 26 July 2003**

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**STANDARD PROCEDURE**

**PRODUCT QUALITY**  
**DEFICIENCY REPORT (PQDR)**  
**PROGRAM**

**SIGNATURE/APPROVAL**

The signature and date below indicates approval of this procedure for implementation.

(Signature on File)  
Command Quality Management Officer

**CHECK THE MASTER LIST -VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE**



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## MARINE CORPS PRODUCT QUALITY DEFICIENCY REPORT (PQDR) PROCESS

### 1. SCOPE

1.1 Scope. This Standard Procedure (SP) is applicable to processes related to the Product Quality Deficiency Report (PQDR) Program. Marine Corps Logistics Command (MARCORLOGCOM) Command Quality Management Office is the Screening and Central Focal Point for the Marine Corps PQDR Program.

1.2 Purpose. This SP establishes guidelines for processing PQDRs and defines the interaction between the MARCORLOGCOM Screening Point, PQDR Originators/Originating Points, and Action Points.

1.3 Applicability. This SP is applicable to all Marine Corps organizational elements.

### 2. APPLICABLE DOCUMENTS

<u>Title</u>	<u>ID Number</u>	<u>URL</u>
a. PQDR Program	SECNAVINST 4855.5B	<a href="http://neds.nebt.daps.mil/Directives/4855_5a.pdf">http://neds.nebt.daps.mil/Directives/4855_5a.pdf</a>
b. PQDR Program	MCO 4855.10B	<a href="http://www.ala.usmc.mil/pqdr/mco_485510.asp">http://www.ala.usmc.mil/pqdr/mco_485510.asp</a>
c. PQDR Users Manual	N/A	<a href="http://www.ala.usmc.mil/pqdr">http://www.ala.usmc.mil/pqdr</a>
d. PDREP Website	N/A	<a href="http://www.nslcptsmh.navsea.navy.mil">http://www.nslcptsmh.navsea.navy.mil</a>

### 3. DEFINITIONS

See Appendix A

### 4. PROCEDURE

4.1 General. The responsibility for managing the Marine Corps (MC) PQDR Program belongs to the MARCORLOGCOM, Command Element, Command Quality Management Office L150. The procedure in paragraph 4.5 follows the flow diagram in Appendix B.

4.2 Concept. PQDR Originators / Originating Points send PQDRs directly to the PQDR Screening Point via the Navy / Marine Corps Product Data Reporting and Evaluation Program (PDREP) website (<http://www.nslcptsmh.navsea.navy.mil/pdrep/pdrep.htm>); to the Screening Point's mailbox ([mbmatcompqdrs@logcom.usmc.mil](mailto:mbmatcompqdrs@logcom.usmc.mil)) or via email attachment, by mail, fax or message. PQDRs are received from MC Originating Points, other services, commercial contractors and other sources. PQDRs are reported in Standard Form 368 format, whether submitted via PDREP, e-mail attachment, or by mail, fax, or message. Submission of and the processing of PQDRs at each point described below via PDREP is the preferred method. The PDREP database is immediately populated when the PQDR is forwarded or returned from one point to another. Consequently, the submission of PQDRs by the other methods stated above, will cause additional bottlenecks in the process at the Screening Point, further extending the established processing timeframes.

4.3 Process. Incoming PQDRs received via PDREP are screened for validity, correct category, correctness of entries and completeness of information and then forwarded to an Action Point for investigation. PQDRs received via email attachment, mail, fax or message has to be entered manually into PDREP before the above processes can be completed. For access to the PDREP system, see instructions in Appendix C.

4.4 Management Review. The PQDR Program Manager shall review the PQDR Program annually to ensure its continuing suitability and effectiveness in satisfying the requirements of MCO 4855.10\_.

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4.5 Responsibility.

<u>Actionee</u>	<u>Action</u>
PQDR Program Manager	<p>4.5.1 Communicate the PQDR Program, Policy and Procedures throughout the Marine Corps through documentation, written and verbal communication and employee training.</p>
Originator/ Originating Point	<p>4.5.2 Generate PQDR and forward information as required to support correction.</p> <p>4.5.2.1 Prepare the initial Product Quality Deficiency Report.</p> <p>4.5.2.2 Review and coordinate the PQDR information for completeness, validity and accuracy and assign the Report Control Number (RCN) in accordance with the PQDR Users Manual. When the information has been validated, and the PQDR is complete and accurate, forward to the Marine Corps PQDR Screening Point.</p> <p>NOTE: The Originating Point and the Originator can be the same.</p> <p>4.5.2.3 Provide additional information to MCSC Action Points when required.</p> <p>4.5.2.4 Provide additional information as required to assist the MCSC Action Point in conducting PQDR investigation.</p> <p>4.5.2.5 Ship exhibit(s) as requested by the MCSC Program Office Action Point. Provide a copy of the shipping documentation to the MCSC Action Point for tracking purposes.</p> <p>4.5.2.6 Provide additional information as required by the Screening Point.</p> <p>NOTE: All coordination efforts with the Originator/ Originating Point will be via the Screening Point or the cognizant MCSC Program Office Action Point.</p> <p>4.5.2.7 Ship exhibit(s) and provide a copy of the shipping documentation to the PQDR Screening Point and the designated Action Point for tracking purposes.</p>
Marine Corps Screening Point	<p>4.5.3 Manage PQDR Program.</p> <p>The Screening Point will maintain records and statistics pertaining to the ability of this process to meet PQDR System reporting and processing requirements. Corrective and preventive actions shall be taken when criteria is not being met.</p> <p>4.5.3.1 Upon receipt of the PQDR, if the USMC is the Primary Inventory Control Activity (PICA) of the item, and it is original equipment that failed, or if the item is under warranty, review PQDR for required information and forward the PQDR to the appropriate MCSC PQDR POC for Action Point investigation and technical resolution. Otherwise review PQDR for other required information for assignment to Action Points other than MCSC.</p> <p>4.5.3.2 The PQDR will be forwarded to the MCSC PQDR POC via PDREP.</p> <p>4.5.3.3 Review for proper category, validity, completeness, and accuracy of information required for an in-depth investigation to be conducted (i.e., defective item NSN; manufacturer and CAGE; shipper; part number taken from the defective item; serial/lot/batch number of defective item; contract and requisition number; whether item was original equipment, new replacement item, repaired, overhauled, or rebuilt; date received, rebuilt or overhauled; hours, miles and rounds on defective item when deficiency was</p>

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discovered; number of items received, inspected, and defective; (Principal End Item (PEI) and Next Higher Assembly (NHA) NSNs; nomenclature and serial number; estimated cost of repair; if item is under warranty and expiration date of warranty; details of the deficiency; conditions at time of failure; recommendations for corrective action; pictures of defective item provided or/and drawings; location of exhibit; and action requested.

If the PQDR is complete and accurate, acknowledge receipt to the Originator / Originating Point.

- 4.5.3.4 Check PDREP PQDR historical data (i.e., quality, reliability, and maintainability)..
- 4.5.3.5 Determine other service Action Point; e.g., Army, Air Force, Navy, DLA, DCMA, GSA, etc.
- 4.5.3.6 Forward PQDR to Other Action Point, info all MCSC and SCMC Material Managers PQDR POC's who have commodities that could be impacted by the item reported as deficient.
- 4.5.3.7 Coordinate request for additional information between the Action Point and the Originator / Originating Point.

NOTE: All actions between the Originator / Originating Point and any Action Point will be coordinated with the Marine Corps Screening Point.

- 4.5.3.8 Monitor Actions for compliance with program guidelines and timeframes., Coordinate and provide assistance to the Action Point as required for deficiency resolution. Provide interim reports as necessary.
- 4.5.3.9 When an exhibit is required by an Action Point other than MCSC, the Screening Point will coordinate movement of the exhibit with the Originator / Originating Point and the Other Action Point.
- 4.5.3.10 Review all Action Point Investigation Reports for the following minimum requirements:

1. Extent and findings of the investigation
2. Cause of the deficiency (failure data) or reasons why the cause could not be determined
3. Actions taken to correct the deficiency
4. Actions taken to preclude recurrence
5. Disposition Instructions
6. Item Replacement
7. Restitution
8. Timeframes for completion of each of the above

Responses not meeting the minimum requirements will be returned to the cognizant Action Point for review and completion of the above requirements.

Responses from Action Points:

1. If an Action Point recommends the PQDR be sent to an Engineering Support Activity, forward the PQDR to the appropriate MCSC PQDR POC for information. If design or application changes need to be made to Marine Corps equipment, the appropriate PM will coordinate these changes.

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2. Responses will be reviewed to determine if action is required to initiate MIs, TIs, LIs, SIs, ECPs, changes to technical publications or modification there to, etc. If required, the PQDR will be forwarded to the appropriate MCSC PQDR POC for information.

3. If it appears the essential performance characteristics of an item are not being met, the PQDR will be forwarded to the appropriate MCSC PQDR POC for analysis by the MCSC Engineers. MCSC shall seek redesign, or changes to specifications, materials, manufacturing processes, or in workmanship of the item to ensure it conforms to the essential performance requirements as described in the contract.

4.5.3.11 MCSC Action Point responses will only be reviewed for the minimum response requirements. If these requirements have not been addressed, MCSC will be requested to review their response and make corrections.

4.5.3.12 Update History Files.

4.5.3.13 Close out the PQDR.

4.5.3.14 Notify all stakeholders of closing actions: Originator / Originating Point, Applicable Action Point, and other MCSC POC's where the deficient commodity has Marine Corps applicability.

MCSC Action Point

4.5.4 Take action to resolve PQDR deficiency and prevent recurrence.

4.5.4.1 Receives PQDR for investigation and:

1. Determine if PQDR contains sufficient information.

2. In PDREP, send an acknowledgement to the Screening Point.

3. Coordinate with the Originator / Originating Point for any required information.

4.5.4.2 If the PQDR information contains sufficient information to process, acknowledge receipt of the PQDR to the Originator / Originating Point.

4.5.4.3 Check PDREP History and BIC PQDR website for report deficiency history. Annotate record if there have been like deficiencies reported. Also review to see if other Marine Corps commodity areas may be affected, if so annotate record with this information. Provide PQDR information to other commodity areas that could be affected by the item reported as deficient.

4.5.4.4 Conduct investigation of the reported deficient asset. Coordinate with the Originator / Originating Point for shipment of the PQDR exhibit if necessary.

4.5.4.5 If investigation cannot be completed within established timeframes provide interim reports to the Screening Point, providing status of the investigation and anticipated completion date.

4.5.4.6 When assistance is required by a Support Point, take the necessary coordination action for the required support.

4.5.4.7 The results of the completed investigation shall include, as a minimum, responses to satisfy the requirements of paragraph 4.5.3.10.

Action will also be taken to initiate MIs, TIs, LIs, SIs, ECPs, changes to technical publications or modification there to, etc. If it appears the essential performance characteristics of an item are not being met, as determined by analyses of the PQDR(s) by MCSC Engineers, then MCSC shall seek redesign of the item to ensure it conforms to the essential performance

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requirements as described in the contract.

- 4.5.4.8 Provide the completed investigation report to the Screening Point.
- 4.5.4.9 When asked for a review by the Screening Point, MCSC Action Points will determine if their response meets the intent of the PQDR program and coordinate a final response to the Screening Point.
- Other Service Action Points
  - 4.5.5 Take action to resolve PQDR deficiency and prevent recurrence.
    - 4.5.5.1 Acknowledge receipt of the PQDR information, this acknowledgement will become part of the PQDR history.
    - 4.5.5.2 Coordinate with the Screening Point when additional information concerning the deficient item is required. The Screening Point will coordinate with the Originator / Originating Point.
    - 4.5.5.3 PQDR exhibits will be requested and coordinated via the Screening Point. The Screening Point will coordinate with the Originator / Originating Point for exhibit movement.
    - 4.5.5.4 If investigation cannot be completed within established timeframes, provide interim reports to the Screening Point providing status of the investigation and anticipated completion date
    - 4.5.5.5 When assistance is required by a Support Point, take the necessary coordination action for the required support.
    - 4.5.5.6 The results of the completed investigation shall include responses to satisfy the requirements of paragraph 4.5.3.10.
    - 4.5.5.7 Provide the completed investigation report to the USMC PQDR Screening Point.
- Support Point
  - 4.5.6 Provide support services.
    - 4.5.6.1 Provide support services as requested by the cognizant Action Point.

## 5. NOTES

The PQDR User's Manual provides the information needed to properly fill out and submit the SF 368, as well as guides the submitter through the steps for submission of the PQDR via PDREP.

## 6. DATA, FORMS AND REPORTS

SF 368 Product Quality Deficiency Report

## 7. QUALITY RECORDS

Retained and Maintained in PDREP.

## 8. METRICS

a. Time Frame Metric (beginning with date deficiency discovered, date of preparation, date forwarded to the Action Point, Action Point Release Date, and date closed out by the Screening Point). This will be broken out in two separate reports, for Cat I and Category II PQDRs.

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- b. Number of PQDRs received and number closed by Month.
- c. PQDR Screening Point backlog for both Screening and Closing.
- d. Past Due Metrics for each Action Point.
- e. Restitution Metric.

9. FLOW DIAGRAM

See Appendix B.

10. APPENDICES

- Appendix A      Definitions
- Appendix B      PQDR Flow Diagram
- Appendix C      PDREP Report Access Instructions

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## Appendix A: Definitions

1. **Action Point.** Focal point(s) identified within the Marine Corps or other DoD agencies responsible for receiving PQDR's for investigation and resolution of a reported product quality deficiency including collaboration with Support Points. Action Points other than the above, however, may be specifically designated. Only an Action Point is authorized to transmit a deficiency report across Component lines to a Support Point in another Component.
2. **Category I Deficiency Report.** A report of a critical defect which may cause death, injury, or severe occupational illness, would cause loss or major damage to a weapon system, critically restricts the combat readiness capabilities of the using organization, or any defect which would result in a product line stoppage.
3. **Category II Deficiency Report.** A product quality deficiency, which does not meet the criteria, set forth in category I. Category II normally is used for reporting major and minor defects.
4. **Closure.** PQDRs may be considered closed when an investigation into the assignable cause has been completed, corrective actions, and preventive actions to preclude recurrence of the deficiency, have been initiated, credit and disposition information for the materiel have been provided, and exhibit disposition has been initiated.
5. **Corrective Actions.** Those actions taken to correct the defective items reported, and all other defective items that have been supplied, or are in the supply pipeline. They include repair, replacement, alert notifications, and segregation, screening, and disposition of existing product. They also include all actions that can effect restitution for the defective items, i.e., credit, partial credit, refund, or service of a like kind.
6. **Information Only Report.** *A deficiency report written by a PQDR Originator, which effectively documents a deficiency occurred, but the deficiency has been corrected on site and no further corrective action is required.* A deficiency report sent to an activity as a "copy furnished," "information only copy," or via a transmittal letter stating the report is furnished for information only. A written response to the sending activity is not required. However, the recipient, such as assuring corrective and preventive action, verifying contractor compliance, may require local action, recommendations, Etc.
7. **Interim Reply.** Correspondence used to advise that the response time frames cannot be met. Interim replies will include; the current status/findings of the investigation, and an anticipated completion or due date of the next update. If the PQDR was forwarded to a Support Point for assistance, the interim response will also provide status of follow-up action with the Support Point.
8. **Originator.** The individual discovering the defective materiel and initiates the PQDR.
9. **Originating Point.** An activity within a Component that finds a product quality deficiency and reports it to the designated Component Screening Point. A contractor that receives defective Government materiel and reports it is also considered to be an Originating Point.
10. **Preventive Actions.** Those actions taken to prevent or preclude recurrence of the deficiency. These include design/specification/drawing changes, changes to procurement technical data packages for future buys, issuance of Quality Assurance Letters of Instructions, notices to contractors, procedural changes, and process changes.
11. **Product Quality Deficiency.** A defect or nonconforming condition detected on new or newly reworked Government-owned products, premature equipment failures, and products in use that do not fulfill their expected purpose, operation or service due to deficiencies in design, specification, materiel, manufacturing, and workmanship.

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**12. Product Quality Deficiency Report (PQDR).** The SF 368 form or format used to record and transmit product quality deficiency data.

**13. Quality Deficiency Data.** Information (based on objective evidence) provided by an activity concerning unsatisfactory new, newly reworked (Government or contractor) materiel, premature equipment failures, and products in use that do not fulfill their expected purpose, operation or service. The data can be as simple as the Originating Point's internal report form that initially recorded the deficiency. Of prime importance is the requirement for documentation, which is based on direct examination, test, procedural review, etc.

**14. Quality Investigation.** A comprehensive investigation conducted by the organization responsible for materiel quality within the Action/Support Point activity to determine whether the reported unsatisfactory materiel was repaired, manufactured, or tested in conformance with required specifications, standards, or contractual requirements and that applicable quality controls are adequate to ensure conformance. Corrective and preventive action will be initiated when inadequacies are identified.

**15. Product Data Reporting and Evaluation (PDREP).** PDREP is an automated information system designed to track quality and delivery performance on material/services procured by the Navy, Marine Corps, and Defense Logistics Agencies. PDREP provides on-line access to many different types of deficiency reports. PDREP provides a database for quality information on new and newly reworked equipment.

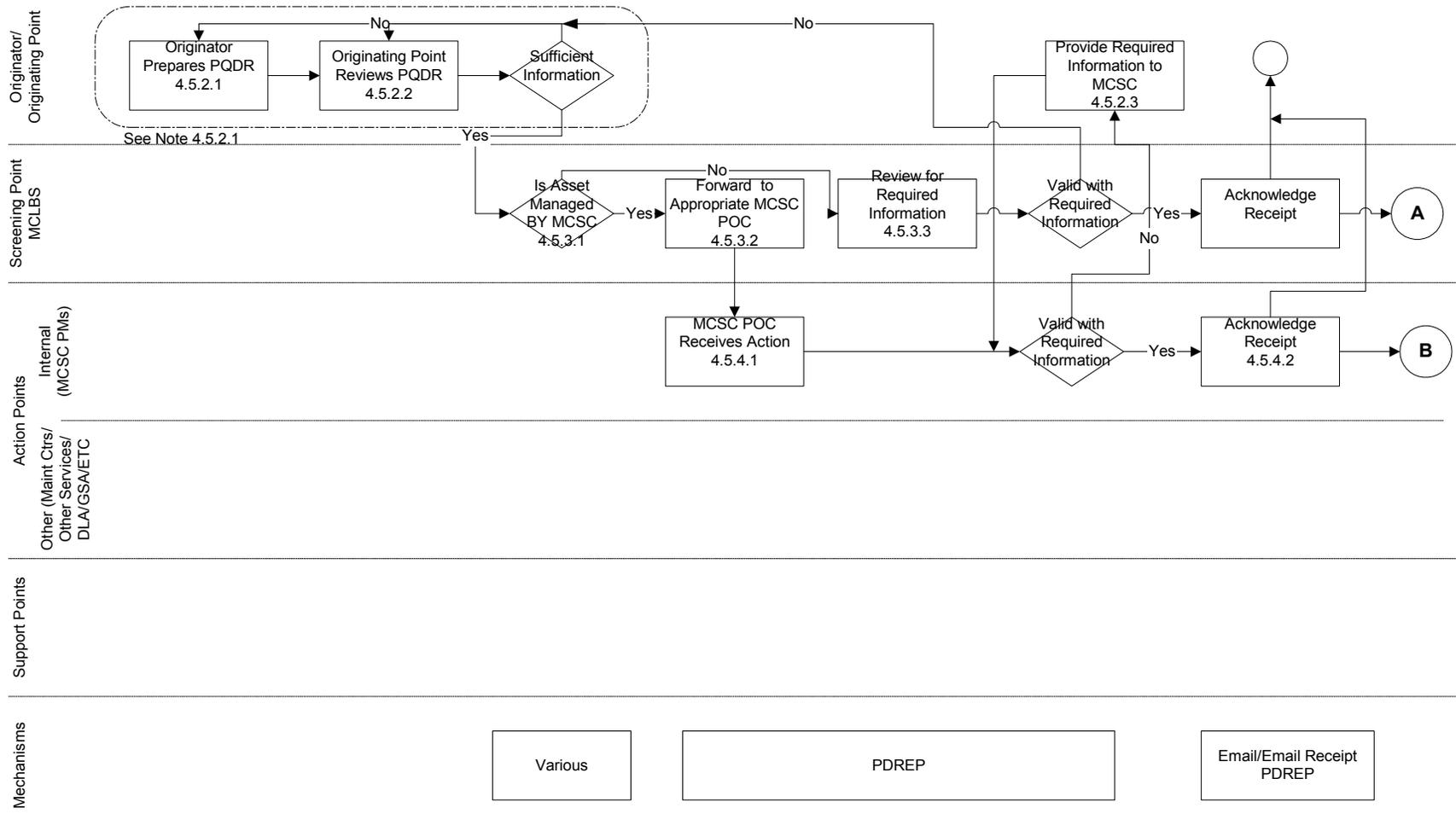
**16. Screening Point.** Operations and Business Center, PQDR Section (Code L150) is the Marine Corps PQDR Screening Point responsible for managing the Marine Corps PQDR program. The Screening Point; reviews the PQDR for proper categorization, validity, correctness of entries, accuracy, and completion of information addresses; obtains correct or missing information from the Originator; determines and transmits the PQDR to the proper Action Point; maintains an audit trail for each PQDR; reviews closeout responses from Action Points; resolves differences with Action Point; manages the PDREP database and collects, maintains, and exchanges PQDR data.

**17. Support Point.** Any activity that assists the Action Point, as requested, by conducting and providing results of a special analysis or investigation pertinent to the correction and prevention of a reported product quality deficiency.

**18. Military Standards Requisitioning Issue Procedure.** A uniform procedure established by the Department of Defense for use within the Department of Defense to govern requisition and issue of materiel within standardized priorities. Also called MILSTRIP.

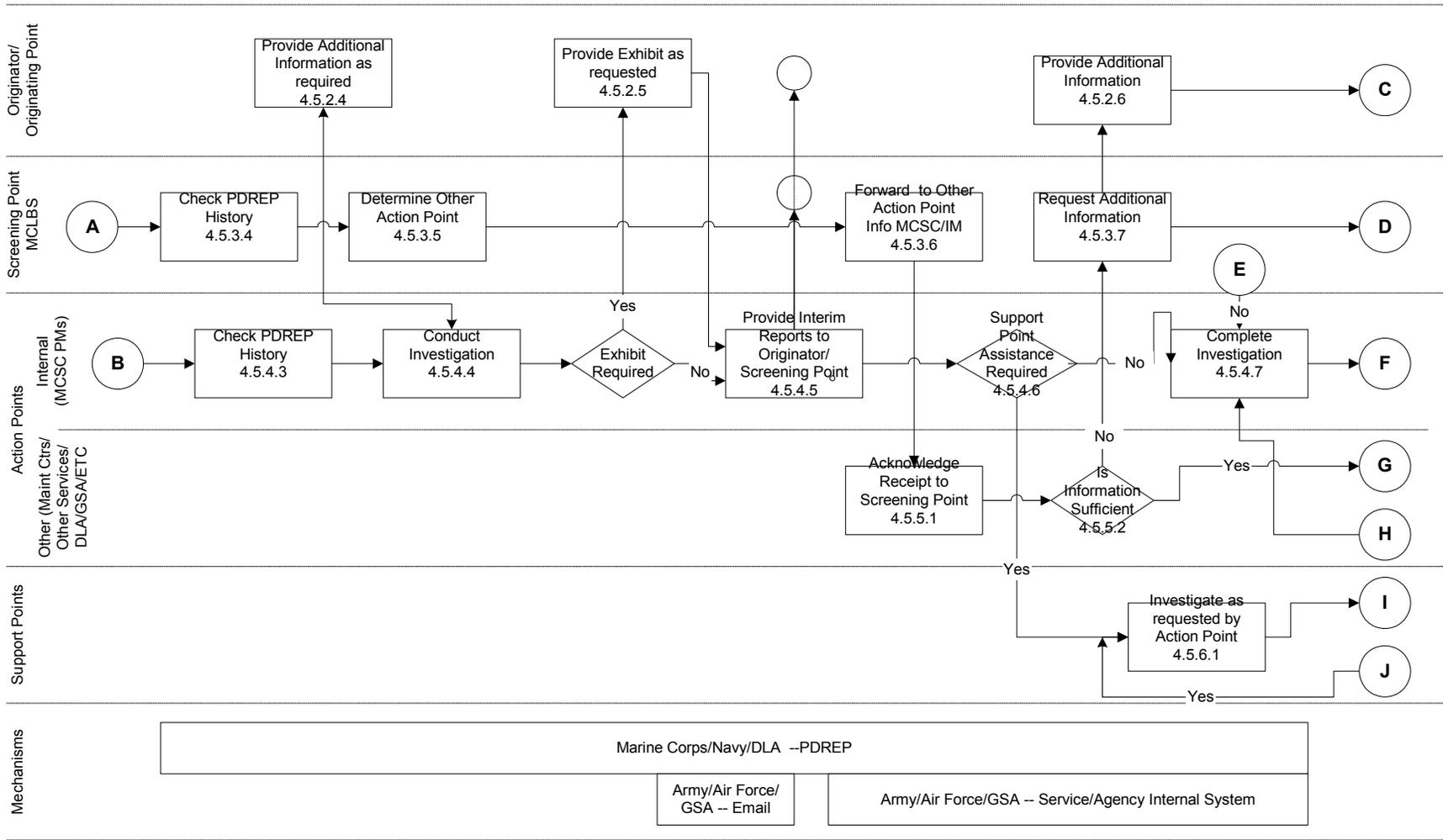
**19. DODAAC.** Department of Defense Activity Address Code.

## Appendix B: PQDR Flow Diagram



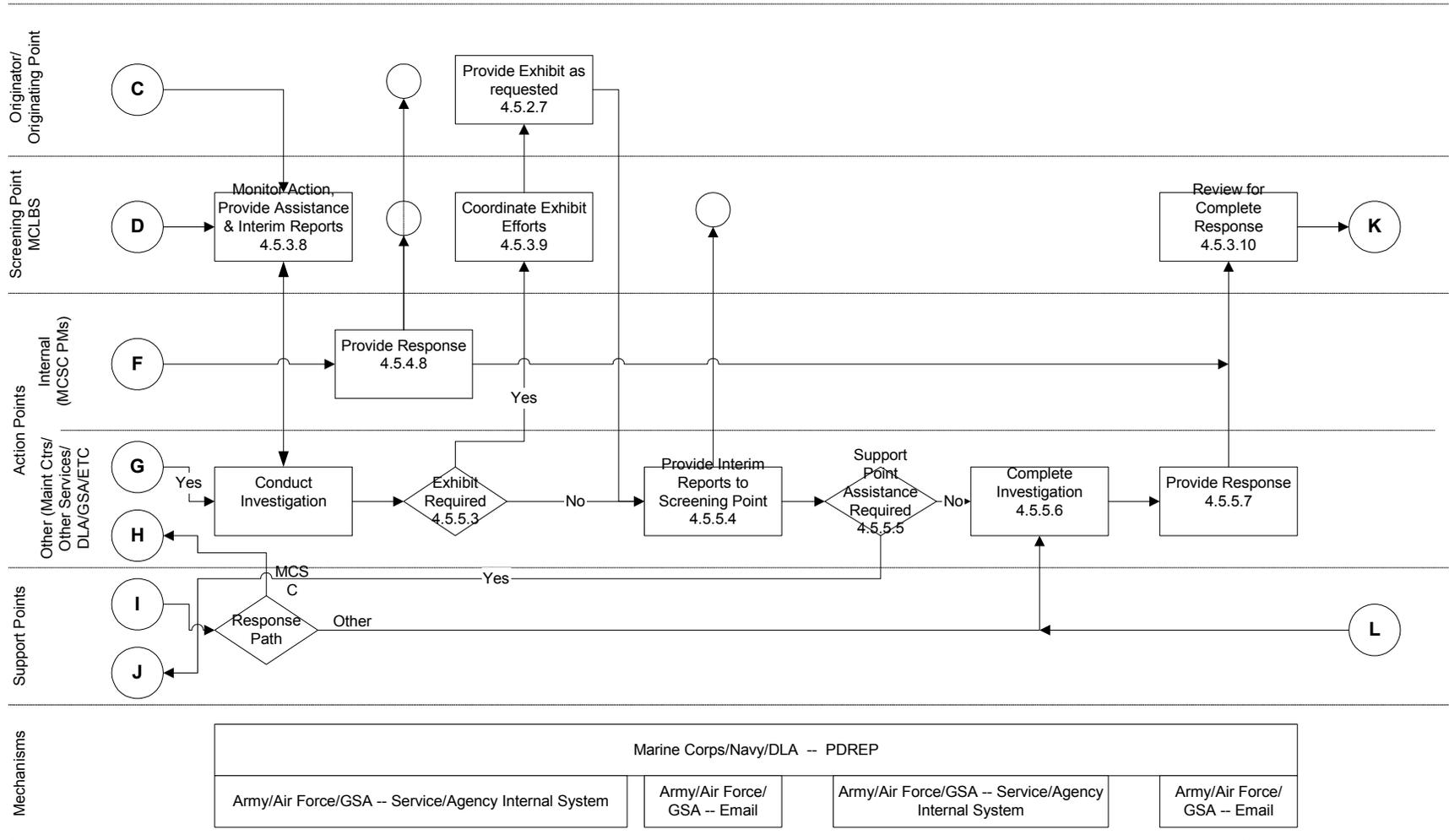
NOTE: Paragraph numbers pertain to paragraph numbers of PQDR Process. Not all boxes need to have additional explanations.

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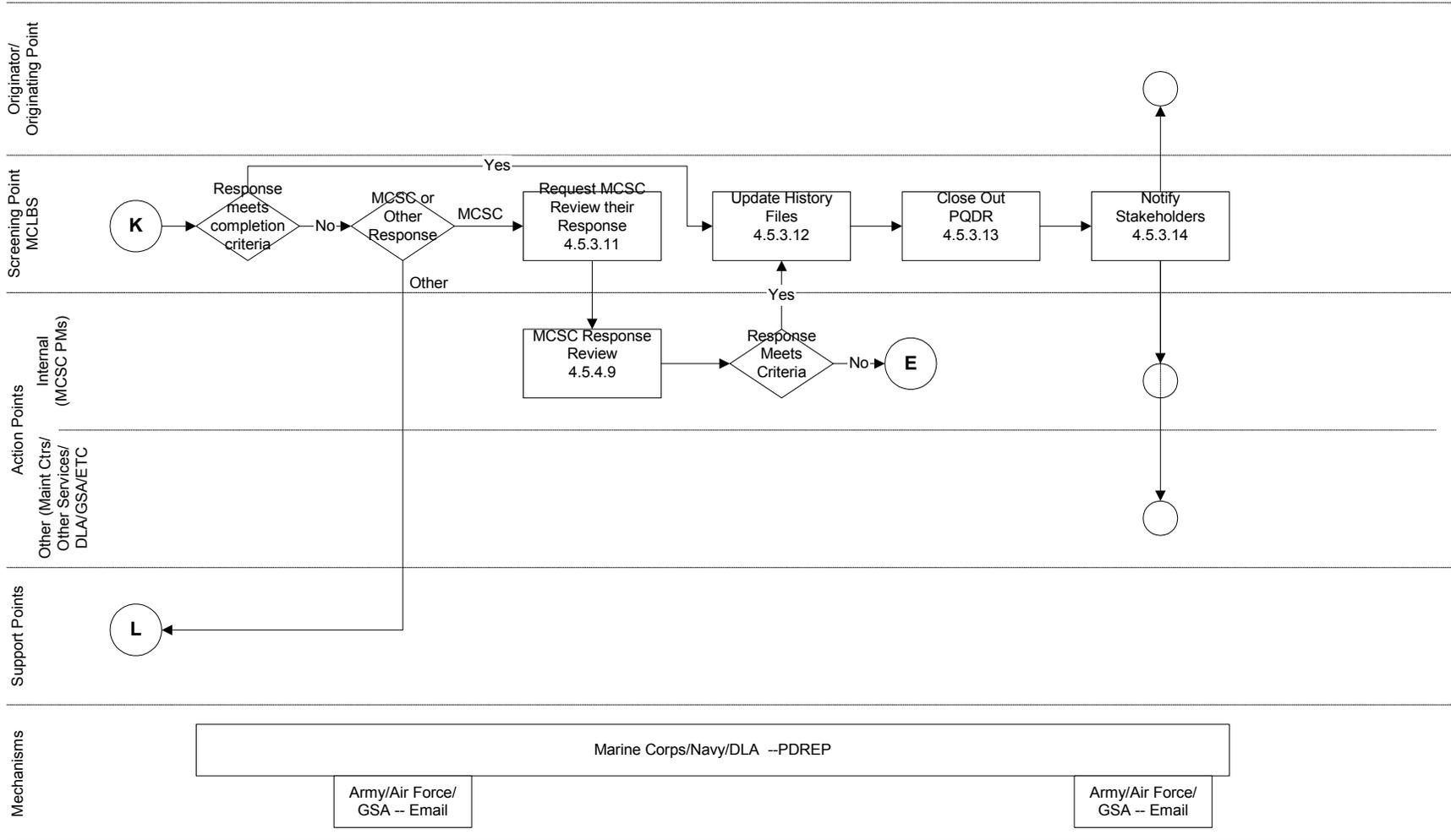
NOTE: Paragraph numbers pertain to paragraph numbers of PQDR Process.

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## Appendix C: PDREP Reports Access Instructions

- **To gain access to PDREP**, access the NavSeaLogCen Portsmouth website at <http://www.nslcptsmh.navsea.navy.mil>, and click on the PDREP image icon.. When the page comes up, click on User Access Request Form and follow the directions for completing and submitting the form. To be given access, your organization, i.e., PM (for MCSC), Directorate (for SCMC), Center, Battalion, etc., must be assigned a DODAAC (Department of Defense Activity Address Code). Your user ID will be tied to your DODAAC.

- **Once a User ID and password have been granted**, access the PDREP website at <http://www.nslcptsmh.navsea.navy.mil/pdrep/pdrep.htm>. Click **Logon to PDREP Web Application** and log in. On the **Welcome** page, click on **PDREP**.

### Reports Function

#### **To obtain Deficient Item NSN History –**

- When the next page comes up, click on **Reports**.
- Then when the next page comes up, click on **PDREP Reports**.
- When the **PDREP Reports Qualifiers** page comes up, click on the **Report Name** pull down menu and select **PQDR Summary**.
- When the page comes up, enter a **date range** and click on **NSN**.
- Enter the **NSN** on the next page and click on **Run Report**.
- You can save this information on your hard drive either as an .htm or .txt file.

**Note:** If saved as an .htm file, you cannot send it as an e-mail attachment because of the firewall.

#### **To obtain End Item Reports –**

- Access the PDREP website at <http://www.nslcptsmh.navsea.navy.mil/pdrep/pdrep.htm>.
- Click **Logon to PDREP Web Application** and log in.
- On the **Welcome** page, click on **PDREP**.
- When the next page comes up, click on **Data Entry**.
- When the next page comes up click on **Product Quality Deficiency Reports (PQDR)**.
- Next page click on **Advanced Search**.
- Next page click on **End Item Search**
- Enter **End Item NIIN, NSN, or TAM**, because the search is limited.
- Enter in the 4-digit Year.

If you have any problems, please provide feedback to the NavSeaLogCen Det. There is a **Feedback** button on the **Welcome** page.